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STATEMENT BY APPLICANT**

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Sheet 1 of 1

**Complete if Known**

Application Number	Unknown; filed herewith
Filing Date	January 16, 2002
First Named Inventor	John H. Thomas
Group Art Unit	Unassigned
Examiner Name	Unassigned
Attorney Docket Number	7320-223

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Application of Cited Document	Pages, Columns, Lines where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
AA		5,377,354	12/27/1994	Scannell et al.	
AA		5,717,742	02/10/1998	Hyde-Thomson	
AA		5,796,394	08/18/1998	Wicks et al.	
AA		5,870,549	02/09/1999	Bobo, II	
AA		5,917,489	06/29/1999	Thurlow et al.	
AA		5,948,059	09/07/1999	Woo et al.	
AA		5,951,638	09/14/1999	Hoss et al.	
AA		5,999,967	12/17/1999	Sundsted	
AA		6,073,165	06/06/2000	Narasimhan et al.	
AA		6,301,608 B1	10/09/2001	Rochkind	

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Application of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)				
		<b>NON-PATENT PUBLICATIONS:</b>				
AA		Interactive Intelligence "Truly Unified Messaging" White Paper by Matt Taylor, June 2, 1997				
AA		Interactive Intelligence "Service Interaction Center™ Technical Overview" White Paper by Dr. Donald E. Brown, October 24, 2000				

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Considered

4/22/2003

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<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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